

Chapter 2: System packages

Meridian IVR offers two system packages:

- 1 Development package
- 2 Run-Time package

Development Package

The development package consists of standard software and hardware components as follows:

Software

“Base” Meridian IVR software, including:

- System Administration
- System Configuration
- Application Management
- System Reports/Reset Statistics
- Application Editor
- Voice Prompt Editor (VPE) and Local Database Editor
- Application backup utility
- GUI and Curses based interface

Hardware

- Intel Tower
- PS/2 type keyboard and mouse
- 75 or 100MHz Pentium CPU
- 1.2 Gbyte hard Disk
- 2.5 Gbyte Tape Drive
- 3 1/2 inch floppy drive
- 14,400 baud external modem
- Smart UPS
- One serial board (8 ports)
- 32 Mbyte DRAM & 1 Mbyte of VRAM
- 17" monitor (recommended)
- Laser Printer (recommended)

Run-Time package

The Run-Time package consists of standard software and hardware components as follows:

Software

“Base” Meridian IVR software, including

- System Administration
- System Configuration
- Application Management
- System Reports/Reset Statistics
- Run Turn-key Application
- Backup utility

Optional Software

- Voice Prompt Editor (VPE) and Local Database Editor

Hardware

- Altair Magellan Tower
- 2.5 Gbyte Tape Drive
- 3 1/2 inch floppy drive
- PS/2 type keyboard and mouse
- 75 or 100MHz Pentium CPU
- 1.2 Gbyte Hard Disk
- 14,400 baud external modem
- One serial board (8 ports)
- 32 Mbyte DRAM & 1 Mbyte of VRAM
- 14" monitor

Optional Hardware

- Dot-Matrix or Laser Printer
- 17" or 14" SVGA Monitor

Base software package

The base software package is included for both the development and Run-Time packages. This base software contains the six basic tools for developing and managing Meridian IVR applications. Differences between Development and Run-Time systems are noted where applicable.

- 1 The System Administration tool for operating and administering the system. Refer to the *Meridian IVR System Administration Guide*, (NTP 555-9001-300) for a detailed description of using the administration interface.
- 2 The Database Editor tool for creating information databases.
- 3 The Application Editor tool for developing applications (Development system only)
- 4 The System Reports tool for generating reports. Refer to the *Meridian IVR System Administration Guide*, (NTP 555-9001-300), for a detailed description of the System Reports interface.

- 5 The Voice Prompt Editor for managing prompts
- 6 The Fax Response main menu for managing the Fax system

Connectivity options

The following connectivity options are available for both packages:

- IBM 3270 SNA Host Connectivity (RS-232)
- X.25 Host Connectivity (QLLC)
- 5250 (RS-232)
- 5250 Emulation Software
- VT100 Host Connectivity
- Ethernet or Token-Ring
- Local Informix SQL
- Fax Response including View and Edit
- Remote Informix SQL
- Local Oracle SQL
- Local Ingres SQL
- Remote Ingres SQL
- Remote Sysbase
- DRAM upgrade to 48 or 80 Mbyte
- CPU Module upgrade from Pentium 75MHz to 100MHz
- Second Hard Drive for the Fax Response Option

Configuring your system

System configuration consists of setting up the Meridian 1, Meridian Mail, and the Application Processor so that the applications work properly. On a development system, part of the configuration is done using the System Configuration option on the System Administration Interface (SAI) of the Meridian IVR GUI main menu. On a Run-Time system, the process is completed using the System Configuration option in the System Administration menu.

System configuration tasks include:

- identifying and defining the number of system prompts
- identifying and defining node and channel characteristics
- configuring the channels as inbound or outbound and shared or dedicated
- saving configuration changes

Information about planning a customized system configuration is available from the *Meridian IVR Planning and Engineering Guide*, (NTP 555-9001-200).

Choose your language

Meridian IVR provides functionality which allows the use of languages other than English to be used for Meridian IVR processes. This “screen text localization procedure” can be used to customize all screen text and is provided through the inclusion of screen language files which can be edited to suit. This customization is limited to processes which interact directly with the user through the GUI or the text based interface. See “Customized screen text” on page D-1 for more information on using this feature.